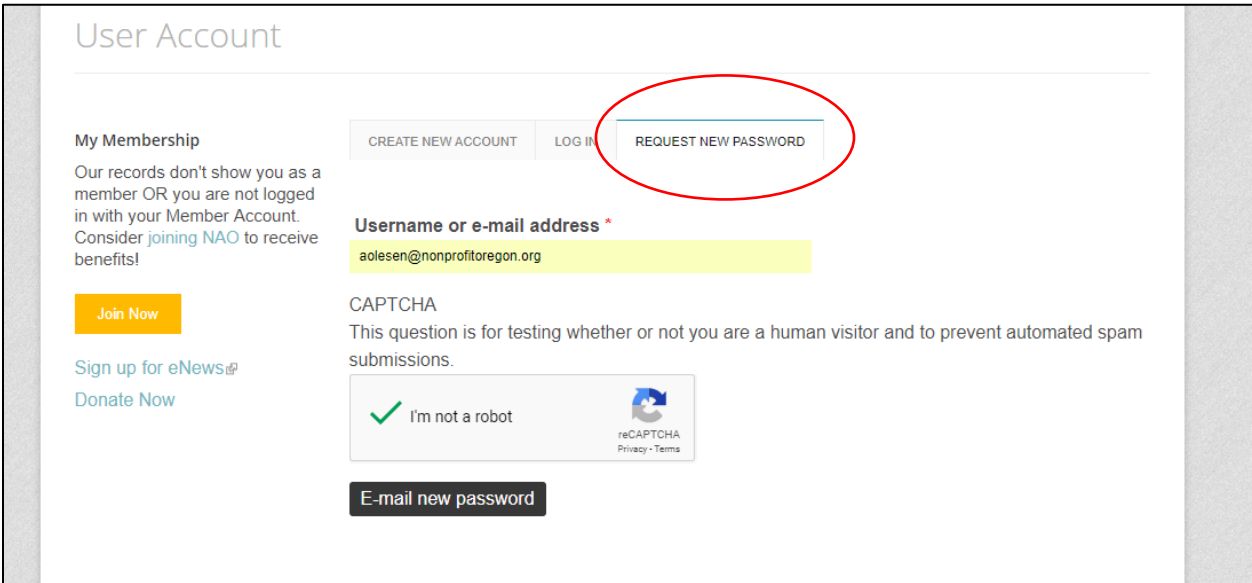


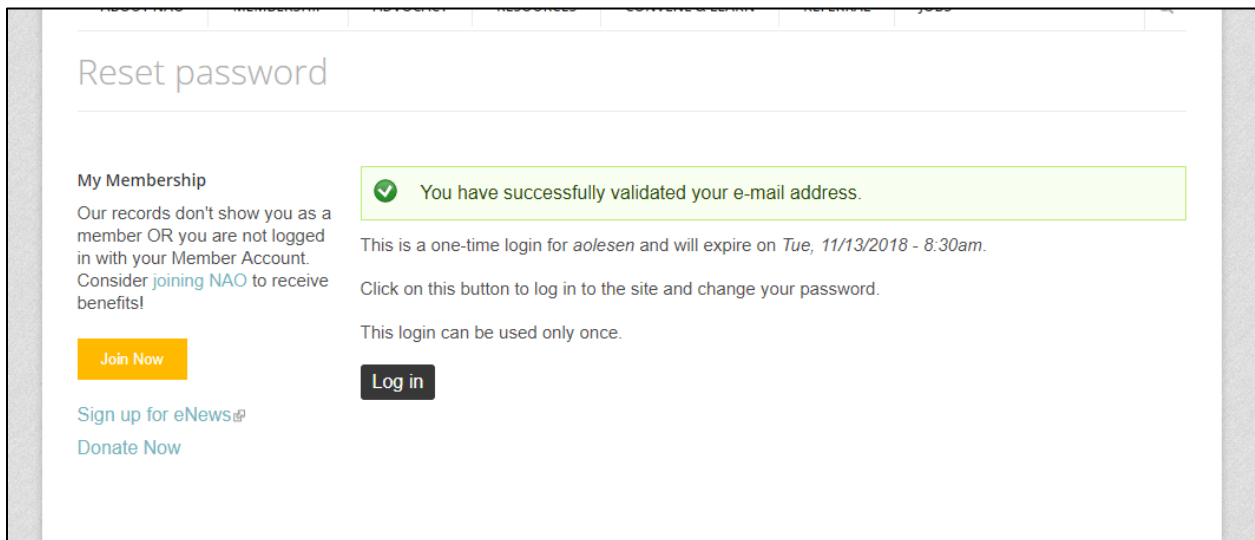
# Resetting your NAO Password

1. Go to [www.nonprofitoregon.org/user](http://www.nonprofitoregon.org/user)
2. Click Log in in the upper right corner
3. Click on the Request New Password tab, enter your email address, click the “I’m not a robot” Box, and once the checkmark appears, click E-mail new password.



The screenshot shows the 'User Account' page. On the left, there is a 'My Membership' section with a 'Join Now' button and links for 'Sign up for eNews' and 'Donate Now'. In the center, there are three buttons: 'CREATE NEW ACCOUNT', 'LOG IN', and 'REQUEST NEW PASSWORD'. The 'REQUEST NEW PASSWORD' button is circled in red. Below these buttons, there is a text input field for 'Username or e-mail address' containing 'aolesen@nonprofitoregon.org'. Below the input field is a CAPTCHA section with a green checkmark and the text 'I'm not a robot', and a reCAPTCHA logo. At the bottom of the form is a dark button labeled 'E-mail new password'.

4. Check your email – sometimes the message takes a few minutes to arrive or it may be in your Junk/Spam folder.
5. Click the reset link in your email. You’ll be taken to a new login webpage – see screenshot below.



The screenshot shows the 'Reset password' page. On the left, there is a 'My Membership' section with a 'Join Now' button and links for 'Sign up for eNews' and 'Donate Now'. In the center, there is a green success message: 'You have successfully validated your e-mail address.' Below this message, there is text: 'This is a one-time login for aolesen and will expire on Tue, 11/13/2018 - 8:30am.' and 'Click on this button to log in to the site and change your password.' Below this text is a dark button labeled 'Log in'.

6. Click the Log in button, and you’ll be redirected to a new screen – see next screenshot.

# Resetting your NAO Password

The screenshot shows a user account management interface. On the left is a navigation menu with links for 'My Membership', 'Join Now', 'Sign up for eNews', 'Donate Now', 'User Menu', 'User Account', and 'Log Out'. The main content area features a green notification bar at the top stating: 'You have just used your one-time login link. It is no longer necessary to use this link to log in. Please change your password.' Below this are tabs for 'ACCOUNT', 'YOUR INFORMATION', and 'CREATE NAO ACCOUNT'. The 'ACCOUNT' tab is active, showing fields for 'Username' (aolesen), 'E-mail address' (aolesen@nonprofitoregon.org), 'Password', and 'Confirm password'. A 'Password strength' indicator shows 'Weak'. A list of password requirements is provided: at least 6 characters, lowercase letters, uppercase letters, numbers, and punctuation. A 'Save' button is at the bottom.

**My Membership**  
Our records don't show you as a member OR you are not logged in with your Member Account. Consider [joining NAO](#) to receive benefits!

[Join Now](#)

[Sign up for eNews](#)

[Donate Now](#)

**User Menu**

[User Account](#)

[Log Out](#)

**ACCOUNT** | YOUR INFORMATION | CREATE NAO ACCOUNT

**Username \***  
aolesen  
Spaces are allowed; punctuation is not allowed except for periods, hyphens, apostrophes, and underscores.

**E-mail address \***  
aolesen@nonprofitoregon.org  
A valid e-mail address. All e-mails from the system will be sent to this address. The e-mail address is not made public and will only be used if you wish to receive a new password or wish to receive certain news or notifications by e-mail.

**Password**  
Password strength: **Weak**

**Confirm password**

To make your password stronger:

- Make it at least 6 characters
- Add lowercase letters
- Add uppercase letters
- Add numbers
- Add punctuation

To change the current user password, enter the new password in both fields.

[Save](#)

7. In the Password box, type in your new password, then retype into the Confirm password box, and click Save.
8. If changes were saved properly, you'll see a green bar with the message "The changes have been saved." – see next screenshot.

# Resetting your NAO Password

The screenshot shows a web interface for managing a member account. At the top, a green notification box states "The changes have been saved." Below this, there are tabs for "VIEW" and "EDIT", with "EDIT" being the active tab. Underneath are three buttons: "ACCOUNT", "YOUR INFORMATION", and "CREATE NAO ACCOUNT". The "ACCOUNT" button is selected. The page is divided into a left sidebar and a main content area. The sidebar contains links for "Join Now", "Sign up for eNews", "Donate Now", "User Menu", "User Account", and "Log Out". The main content area has a "My Membership" section with a message about account status and a "Join Now" button. Below this are fields for "Username", "Current password", "E-mail address", "Password", and "Confirm password". Each field has a text input and a "Password strength" indicator. A "Save" button is at the bottom.

**My Membership**  
Our records don't show you as a member OR you are not logged in with your Member Account. Consider [joining NAO](#) to receive benefits!

[Join Now](#)

[Sign up for eNews](#)

[Donate Now](#)

**User Menu**

[User Account](#)

[Log Out](#)

**ACCOUNT** | YOUR INFORMATION | CREATE NAO ACCOUNT

**Username \***  
aolesen  
Spaces are allowed; punctuation is not allowed except for periods, hyphens, apostrophes, and underscores.

**Current password**  
[Redacted]  
Enter your current password to change the *E-mail address* or *Password*. [Request new password](#).

**E-mail address \***  
aolesen@nonprofitoregon.org  
A valid e-mail address. All e-mails from the system will be sent to this address. The e-mail address is not made public and will only be used if you wish to receive a new password or wish to receive certain news or notifications by e-mail.

**Password**  
[Redacted] Password strength: [Progress bar]

**Confirm password**  
[Redacted]

To change the current user password, enter the new password in both fields.

[Save](#)

9. From here you are all set. There is no need to Log in again, but in order to confirm the changes have been saved, it is recommended you logout and sign back in.

If you have any questions or need additional assistance, please email [membership@nonprofitoregon.org](mailto:membership@nonprofitoregon.org) or call 503-239-4001, x100.